**Policy**

**Bo’ness Networking Group [Bo’net]** endeavours to offer the best possible service to all our volunteers and clients. We want to ensure that all complaints are investigated and resolved quickly and fairly for everybody, appropriate action is taken to prevent a recurrence and to ensure continuation of a quality service.

**Policy Statement**

**Bo’net** will treat any expression of dissatisfaction from any source as a complaint, and dealt with in accordance to this policy.

**Bo’net** understands that a complaint can be defined in several ways and our definition is as follows;

A complaint is an expression of dissatisfaction with the standard of a service, action, or lack of action by **Bo’net committee** or volunteers that affects an individual or group of service users. Such an expression can be expressed verbally and/or in writing.

This definition covers situations where someone believes that we have

· Done something wrong

· Failed to do something that we should have done

· Provided services that fail to meet the national quality standards for Third Sector Interfaces

· Acted unfairly, unethically, or discourteously.

Our complaints procedure can be used by anyone who is using, or has used, or is planning to use any of our services. We can also accept complaints from people who are directly affected by someone using our services

We aim to resolve most complaints within 7 working days, or where a more detailed investigation is necessary, within 28 working days. If we cannot meet the timescale, we explain this to the person making the complaint and provide regular updates until the complaint is resolved

**Guidance and Principles**

Anyone receiving a complaint should be courteous to the complainant, respond positively and offer constructive solutions. Complaints should be handled confidentially, fairly, and promptly.

**Exceptions**

Where a volunteer with **Bo’net** is raising a complaint against another person within **Bo’net**, the grievance policy should be used instead.

We would usually not consider any complaint unless it has been raised within six months of an alleged incident of dissatisfaction occurring.

Complex complaints can be considered as complaints involving large numbers of people or several alleged incidents occurring over time.

Our Management Committee have the final say in adjudicating whether a complaint is vexatious. If a complaint was in regard to the Chair then a member of the Management Committee would take the lead on the investigation and may resort to request assistance from CVS Falkirk to arbitrate.

**Procedure**

All complaints received, in person, by telephone, by email or in writing, must be treated in the same manner, and the following procedure will apply:

When making a complaint it should be encouraged to say or write clearly and briefly about

· What went wrong

· When and where it happened

· Who was involved

· What they are seeking from the complaint

Complaints should be recorded in the Complaints Log (which is held by the Chair]) and a Complaint Number assigned. The person recording the complaint should send an acknowledgement to the complainant within 2 working days and in this we will state the target timescale for our response.

If the complaint can be resolved immediately, record the outcome in the log and send a copy to the Committee.

If the complaint requires further investigation or action, it should be referred to the Chair, who will take over handling and resolving the complaint.

All investigations conducted and any explanation or proposed remedy should be recorded in the Complaints Log by the person taking the action [The Chair], together with the outcome, and a copy sent to the Committee.

The complainant should be informed in writing of the final outcome within 2 working days of the resolution being agreed.

**Responsibilities:**

The person receiving the complaint is responsible for recording it immediately and passing it for further action as described in the procedure above.

Anybody who is passed a complaint is responsible for investigating and resolving the issue as outlined in the procedure above.

The Management Committee have ultimate responsibility for ensuring all complaints are handled appropriately in a timely fashion.

All volunteers are required to adhere to the policy and cooperate with its implementation and enforcement.

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